



**Name of Project:** Aging and Disability Resource Connection

**Name of Organization:** San Diego Aging & Independence Services  
San Diego, California

**Principle of Choices for Independence:** Empowerment/Access to Information and Services

### **Description**

The goal of the San Diego Aging and Disability Resource Connection (ADRC) is to simplify access to long-term care services. Its objective is to identify systems improvements related to access, conduct public awareness activities, target outreach to underserved or hard-to reach populations through the establishment of the Aging and Disability Resource Connection and utilizing its state-of-the-art Call Center. The agency provides one easy phone number to consumers as the gateway to information, to report elder abuse, or to apply for a variety of services for older adults, persons with disabilities, and their families. The Call Center is staffed by specialists trained and authorized to assess the needs and to offer help to the callers.

The target audience of the San Diego ADRC is:

- Year I – Persons age 60+
- Years II & III – Persons age 60+ and all adults (age 21+) with disabilities

Estimated number of participants:

- 72,000 contacts per year (FY 2006)

Partners in the San Diego ADRC are:

- Aging and Independence Services Advisory Council
- Access to Independence of San Diego
- California Association of Health Plans
- California Nursing Association/Case Management Society of America
- Deaf Community Services
- Elder Help
- Healthcare Association of San Diego and Imperial Counties of California
- Healthy San Diego (Medi-Cal Managed Care)
- Home Care Council
- In Home Supportive Services Public Authority

- In Home Supportive Services Advisory Committee
- Inform/211 San Diego
- San Diego Association of Non Profits
- San Diego Disability Action Coalition
- Social Security Administration – Region IX
- Southern Caregiver Resource Center
- State of California Developmental Disabilities Area Board XIII
- The Center for the Blind

For those who have access to computer and internet, this ADRC has improved and enhanced the local version of the web-based Network of Care, that provides a variety of resources for seniors and the disabled, caregivers, and service providers, and is available to San Diego county residents. One unique feature is "The Long Term Care Options Counselor". This planning guide is a tool for caregivers and consumers to think about and record decisions on:

- financial and legal issues
- types of long term care to consider and how to find them
- emotional health and civic engagement opportunities
- end of life wishes and plans
- local community resources and where to find them.

The web site feature helps free up the volume of call to the Call Center and still provide the necessary information to providers and consumers through the internet.

The ADRC is now serving all seniors and their families and friends, as well as the younger disabled community. The ADRC has created a formal working relationship with Access to Independence of San Diego, the local Independent Living Center. Access to Independence is a cross-disability organization run largely by people with disabilities. It cultivates the self-respect and self-esteem of people with disabilities and promotes options that empower them to choose and maintain their own lifestyles. Acting as an agent of social change, Access to Independence offers comprehensive programs to help customers achieve self-sufficiency and to integrate people with disabilities into community life.

The key elements that make this Aging and Disability Resource Connection work include:

- support and funding from the Administration on Aging and the Centers for Medicare & Medicaid Services
- one easy number to consumers as a “single-point of entry”
- web-based information system for consumers who have access to computers and internet to obtain a variety of resources
- a continuously trained Call Center staff with state-of-the-art equipment

- a formal working relationship with the local Independent Living Center to ensure an integrated long-term care service delivery model for both seniors and younger persons with disability
- a broad-based partnership with 18 organizations whose goal is to improve the quality of life for seniors and younger persons with disabilities.

For more information about the San Diego Aging and Disability Resource Connection, please contact [Evalyn.Greb@dcountry.ca.gov](mailto:Evalyn.Greb@dcountry.ca.gov) or call (858) 495-5428. The web site is [www.sandiego.networkofcare.org/aging](http://www.sandiego.networkofcare.org/aging).